

Public Input to the FCC
Telecommunications Relay Service Docket CG 03-123, 06-181
September 14, 2006

My name is Rita Ann DeBono. I have a few comments to make. Most are about captioning. I'm from California, and I'm a student at Gallaudet University. Captioning needs to be improved so that it synchs up with the speech better. Sometimes the captions are behind or ahead of the speech.

The captions need to be clear and make sense, for example, not confusing the word "deaf" with the word "death". Sometimes the captions are missing. Sometimes the captions will be cut, or words deleted. The captions are not consistently shown in all of the shows sometimes. We do need clear access to the news and other shows – that's what's fair for us.

Now, about the Internet, I saw a video clip that I wanted to watch to find out what was going on, and there was no captioning. The news clips never have captions. Without captions I just watch and don't understand. That's very frustrating.

In terms of the VRS, the picture quality needs to be improved. Even with a high speed connection, sometimes the picture is jerky or pixilated. Sometimes the background isn't clear.

In terms of relay through my pager, sometimes the relay will ask me the same question twice, what's the phone number? I'll give it to them and they'll ask me the same question for the phone number and I'll give it to them again and then

I'll be interrupted and they'll say please repeat and there is a lot of frustrations trying to work with the relay through the pager.

Basically, what's most important to me is I really want the TV's closed captioned because at home or at the school or at whatever, it's very important that TV's are captioned. For example, you get to the airport and there might be some announcements, but you don't have that information. You don't have access to it and you have to try to find somebody who will write it out to you and that's very difficult to do sometimes. So I'm asking for equal access. Thank you.

Rita-Ann DeBono
800 Florida Ave, NE #866
Washington, DC 20002
rilyamalta@yahoo.com